COVID-19 PSAP Checklist

Social Distancing
☐ Limit ECC access to employees and essential traffic
☐ If possible separate telecommunicators to allow 6 feet between them
☐ Stop physical console changes during shift - instead, this can be done virtually
☐ Limit training rooms and conference rooms to only ECC personnel
☐ Avoid in-person meetings/role calls unless essential - instead, use other methods such as webinars/skype/GoToMeeting
☐ Suspend work-related travel
☐ Suspend employee personal travel and/or institute self-isolation guidelines upon return

Policy
☐ Review COOPs/Contingency Plans and make situational adjustments as needed to include decontamination of the PSAP if it becomes necessary
☐ Activate Contingency Staffing Plans
☐ Test all backup equipment and sites
☐ Activate disaster security protocols for primary and backup sites
☐ Make changes to policy/procedure/protocols as needed - policy/procedure changes may come from responder partners and protocol changes may come from the dispatch protocol vendor
☐ Assign someone to monitor the protocol vendor website to keep up with changes
☐ Review all internal and external resource contact numbers to make sure they are current - such as response partners, public support agencies
☐ Ascertain if any changes can be made to lighten the non-emergency load on telecommunicators - could be an alternate center/EOC be activated, redirect of some or all non-emergency calls
Employee Health

☐ Create or adopt health attestation form for essential visitors
☐ Use ≥ 60% hand sanitizer and deploy it at strategic points in the center
  (preferably at each console and in each office)
☐ Create a mobile hand washing station
☐ Implement health screenings for employees reporting to work
☐ Record temperature checks prior to entering the building - create a baseline
  based on CDC guidance and do not waiver from it
☐ Frequently wash your hands using soap and water for at least 20 seconds
☐ Notice to employees advising ways to stay healthy:
  o Employees should self-monitor and watch for signs and symptoms of
    the COVID-19 virus
  o Employees who are demonstrating symptoms or feel ill will notify their
    supervisor, describe their symptoms and not report to work
  o Employees who have a household member or close contact who has
    been diagnosed or is symptomatic will notify their supervisor and
    should not report to duty
  o Employees should not return to work until fully recovered from the virus
    and be free of symptoms for 72 hours, or on the clearance of a
    healthcare provider or the local health department
  o Avoid touching face, eyes, nose, mouth and any other mucous
    membranes
  o Practice respiratory etiquette by covering coughs and sneezes
  o Promptly dispose of used tissues in a trash receptacle
☐ Consider limiting employees to pick up food while on duty
☐ Identify available CISM support, establish check-in schedule with CISM
  resources
☐ Monitor staff physical and mental health as the event unfolds
Public Information

☐ Create a contact schedule or recurring conference call with response partners to keep informed of changing policies, procedures, protocols or plan
☐ Create media messages including social media messages to assist the public accessing assistance and information - include any agency services that have been suspended

Cleaning & Supplies

☐ Contract with industrial cleaning agency for deep cleaning should it become necessary
☐ Increase the frequency of existing janitorial services
☐ Disinfect surfaces at every shift change if possible, but at least twice a day
☐ Ensure adequate cleaning supplies are on hand
☐ Supplies for extended shifts